

Inverness Badenoch and Strathspey
Citizens Advice Bureau



Job Title:	<u>Receptionist</u>
Location:	Inverness
Hours/Days per week:	35 hours per week (job share considered)
Type of contract:	Permanent
Salary:	£22,640 per annum (pro-rata for part-time)
Reports to:	Advice Session Coordinator
Closing Date:	12 th June by 12pm
Interviews:	20 th June 2023

ABOUT US

Inverness, Badenoch and Strathspey CAB is an independent charity providing advice, information and support to people across our community. We are a friendly team of over 70 employees and volunteers working over 3 locations (Inverness, Raigmore and Aviemore) delivering a busy advice service to members of the public. We strive to deliver a good quality service that meets the needs of our clients in a non-judgemental and confidential manner. We aim for individuals not to suffer through not knowing or understanding their rights and responsibilities or not being aware of the services available to them. We provide advice and options to our clients so that they can make informed decisions and feel empowered to improve their personal circumstances.

The Role

This role is responsible for the smooth running of our reception area and ensuring that clients who contact the bureau (by telephone, in person or email) receive excellent customer service which meets their individual needs. The successful applicant will work closely with the Advice Session Coordinator to implement policies and processes to ensure that the bureau is able to efficiently deliver a good quality advice service. The successful candidate will organise a small team of volunteer and paid receptionists and will ensure the standard of service is consistent across the week.

We are interested to hear from good team players who have experience of working in a similar environment and are confident in dealing with clients who may be vulnerable

or have multiple needs. The successful candidate will have a strong customer/client focus and treat everyone in a non-judgemental and respectful manner. The job holder will be supported through an initial training programme and encouraged to continually develop during their time with us.

Job Description

- Work closely with the Advice Session Coordinator to ensure the efficient running of the reception area including organising a small team of volunteers and paid staff
- In consultation with management, implement policies and procedures to ensure a consistent service is achieved
- Be the first point of contact for clients approaching the service, recording their initial enquiry using a consistent, holistic information-gathering process
- Assess whether an enquiry can be dealt with during the initial contact (e.g. by signposting or providing general information) or if it needs to be passed to the Advice Session Co-ordinator for specialist advice allocation
- Help clients access online information and self-help material where appropriate
- Maintain Citizens Advice quality standards and work efficiently to meet targets
- Be committed to the aims, principles and policies of the Citizens Advice service in every aspect of service delivery
- Ensure data protection regulations are adhered to and that sensitive data is handled in accordance with relevant legislation and organisational procedures
- Produce detailed case records for the purposes of continuity of casework, statistical monitoring and report preparation
- Maintain client records on our system and use Word, Outlook and Excel for communication and document production
- Carry out other administrative tasks as required.

Person Specification

Essential:

- Able to engage effectively and sensitively with a wide range of clients, including those who may be in a crisis situation
- Able to respond flexibly to changing demands and remain calm in what can be a busy environment
- Able to manage own workload and work efficiently with minimal supervision
- Able to demonstrate good organisational and planning skills
- Able to ensure that all work conforms to the organisation's systems and procedures
- Able to develop and maintain good working relationships with the team, making a positive contribution by working proactively toward organisational goals
- Able to keep up to date with new or changing advice relevant to the role
- Effective verbal and written communication skills, including the ability to deliver information in an accessible way

- Competent in using I.T. to produce electronic records on a case-recording system and use of emails and online information
- A commitment to Citizens Advice service's aims, principles and Equality & Diversity policies
- A commitment to continuous professional development

Desirable:

- Recent experience of gathering information from clients and providing advice and signposting to other services
- Experience of helping clients over the phone, dealing with callers from diverse backgrounds, maintaining excellent telephone manner at all times

Other Requirements

Please note that this post is subject to the completion of a criminal records declaration and a satisfactory Basic Disclosure check.

How to apply

Applications should be downloaded directly from a link on the advertising site.

For further information, please contact:

**Business Support Administrator
Inverness Badenoch & Strathspey CAB
29-31 Union Street
Inverness
IV1 1QA
E-mail: admin@invernesscab.org**